

COUNCIL AGENDA: 10-19-04
ITEM: 9.1

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Robert L. Davis
Jeffrey L. Clet
James Helmer

SUBJECT: SEE BELOW

DATE: October 15, 2004

Approved

Date

Oct. 15, 2004

**SUBJECT: UPDATED STATUS REPORT ON THE REPLACEMENT OF THE
COMPUTER AIDED DISPATCH SYSTEM (CAD)**

BACKGROUND

On September 22, and October 1, 2004 reports were sent to Council documenting the circumstances surrounding the development, selection, and implementation of the Intergraph Computer Aided Dispatch System (CAD) for the Police and Fire Departments. The purpose of this memorandum is to provide an update on the progress of the project. To date, the majority of the problems associated with the Intergraph product have been resolved or are in testing pending a release sometime on or near October 22, 2004.

ANALYSIS

Intergraph I/ Mobile Issues

The Intergraph mobile issues reported in the October 1, 2004 report to Council have completed the in-house testing phase and have been certified by staff. Intergraph has modified their product to provide critical enhancements, including a command allowing supervisors to monitor priority traffic. This feature has been well received by field supervisors and commanders. Officers involved in the evaluation of the upgraded product have also spoken favorably.

The upgraded mobile software was awaiting the delivery of the corrected City map to be delivered jointly by Public Works, Police and Fire. This effort has been prioritized such that to date corrections are being made and added daily.

Intergraph I/ Dispatch Issues

The following represents the progress made on this project since October 1, 2004.

- When the user enters various commands, the results are now consistent with expectations
- Dispatchers are receiving all updates to police and fire events
- The system is no longer placing data entry masks over other windows
- The system offers the user the opportunity to set up the desktop in a manner that allows for the optimum use of available masks
- Emergency call takers have the required masks available on their screens
- Information from external criminal databases are entered into the police event, where appropriate
- All messages are being routed and received appropriately
- Commands clear automatically when executed
- Workstations no longer report internal memory errors
- All workstation-printing errors have been resolved.
- The process for data entry continues to be streamlined to allow for more efficient operation of multiple tasks

The implementation of the project has identified the need for an increased level of technological support. Resources need to be identified and dedicated 24/7 to this vital public safety technology. A unified management structure is necessary to ensure the staffing levels and training required for ongoing maintenance. To date, police and fire support staff have been working out of classification trying to provide support. IT, Public Works, and Library have temporarily dedicated staff to the CAD project. Each of us is working with staff to reevaluate the support structure assigned to public safety technology and the long-term needs of the CAD system.

Intergraph and involved City resources continue to work with our public safety employees to consider improvements to the system for future upgrades. Intergraph training staff has been on site to help identify ways to improve efficiency and ease of operation by users. Our combined evaluation of the system will continue until a long-term strategy to provide the necessary support structure is developed.

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CONCLUSION

We are pleased with the response received from The Intergraph Corporation since September 12, 2004. They are following through on their promise to resolve successfully the concerns raised after our start-up on June 15, 2004. We anticipate introducing the listed improvements into the field on or about October 22, 2004. Additional orientation and support resources are planned to assist our users with the upgraded product as it is deployed.


ROBERT L. DAVIS
Chief of Police


JEFFREY L. CLET
Fire Chief


JAMES HELMER
Interim Chief
Information Officer

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DECLARED